

CLAIMS

1. (Currently Amended) A method comprising:
determining a service provider ID code of a service provider based on a request received from the service provider;
based on the determined service provider ID code, generating a list of service seekers having received advice from the service provider; ~~and~~
displaying the listing list of service seekers, ~~via a customer display screen, to enable relationship management of the listed service seekers;~~
receiving a service provider selection for one or more of the listed service seekers and a selected customer management processing command; and
processing the selected service seekers according to the selected customer management processing command;
wherein in response to receiving a contact command, providing the service provider a process for contacting the selected service seekers; and in response to receiving a block command, blocking the selected service seekers from receiving further advice from the service provider.
2. (Original) The method of claim 1, wherein prior to determining a service provider ID code, the method further comprises:
receiving a login request from a service provider, including a service provider ID code and a service provider password;
verifying the service provider password as corresponding to the service provider ID code from the login request;
once verified, presenting the service provider with a service provider system home page;
and

once the service provider selects a customer-management link, presenting the service provider with a customer-management interface screen.

3. (Original) The method of claim 1, wherein prior to determining the service provider ID code, the method further comprises:
selecting a service provider available from a service provider system;
determining one or more service seekers having received advice communication regarding a field of service from the selected service provider;
generating a transaction record within a service seeker transaction database for each determined service seeker; and
repeating the selecting, determining and generating for each service provider available from the service provider system.
4. (Original) The method of claim 1, wherein determining the service provider ID code further comprises:
receiving a selection from a service provider for a customer-management link;
once the request is received, detecting a service provider ID code of the service provider;
and
providing the determined service provider ID code to a service seeker list generation procedure.
5. (Currently Amended) The method of claim 1, wherein generating the list of service seekers further comprises:
~~receiving a service provider ID code; and~~
querying a service seeker transaction database to determine the list of service seekers having received advice communication from a service provider matching the

service provider ID code, wherein the advice is one of live advice via a communication medium, recorded advice and written advice via electronic mail.

6. (Currently Amended) The method of claim 1, wherein ~~providing the listing~~ displaying the list of service seekers further comprises:

sorting the list of service seekers according to a date of most recent contact with the corresponding service provider;
providing the service provider with one or more links for selecting customer management processing commands, the customer management processing commands for processing one or more selected service seekers contained in the listing; and
when a sort request is received from the service provider, sorting the listing according to criteria provided by the service provider.

- 7-8. (Canceled)

9. (Currently Amended) The method of claim 1, wherein ~~providing~~ displaying the list of service seekers further comprises:

~~determining~~ identifying one or more of the service seekers ~~from the service seeker list,~~
which are designated as potential repeat customers according to pre-determined criteria; and
~~listing providing an alert via the customer display screen to the service provider for each~~
of the ~~determined~~ identified service seekers.

10. (Currently Amended) The method of claim 1, wherein ~~providing the listing~~ displaying the list of service seekers further comprises:

listing the service seekers according to a method of receiving advice communication,
wherein the method of receiving advice communication includes one of a

telephone advice conversation, a recorded advice communication and an e-mail advice communication.

11. (Currently Amended) A computer readable storage medium including program instructions that direct a computer to perform a method when executed by a processor, the method comprising:
- determining a service provider ID code of a service provider based on a request received from the service provider;
- based on the determined service provider ID code, generating a list of service seekers having received advice from the service provider; ~~and~~
- displaying the ~~listing list~~ of service seekers, ~~via a customer display screen, to enable relationship management of the listed service seekers;~~
- receiving a service provider selection for one or more of the listed service seekers and a selected customer management processing command; and
- processing the selected service seekers according to the selected customer management processing command;
- wherein in response to receiving a contact command, providing the service provider a process for contacting the selected service seekers; and in response to receiving a block command, blocking the selected service seekers from receiving further advice from the service provider.
12. (Original) The computer readable storage medium of claim 11, wherein prior to determining a service provider ID code, the method further comprises:
- receiving a login request from a service provider, including a service provider ID code and a service provider password;
- verifying the service provider password as corresponding to the service provider ID code from the login request;

once verified, presenting the service provider with a service provider system home page;
and
once the service provider selects a customer-management link, presenting the service provider with a customer-management interface screen.

13. (Original) The computer readable storage medium of claim 11, wherein prior to determining the service provider ID code, the method further comprises:
selecting a service provider available from a service provider system;
determining one or more service seekers having received advice regarding a field of service from the selected service provider;
generating a transaction record within a service seeker transaction database for each determined service seeker; and
repeating the selecting, determining and generating for each service provider available from the service provider system.
14. (Original) The computer readable storage medium of claim 11, wherein determining the service provider ID code further comprises:
receiving a selection from a service provider for a customer-management link;
once the request is received, detecting a service provider ID code of the service provider;
and
providing the determined service provider ID code to a service seeker list generation procedure.
15. (Currently Amended) The computer readable storage medium of claim 11, wherein generating the list of service seekers further comprises:
~~receiving a service provider ID code; and~~

querying a service seeker transaction database to determine the list of service seekers having received advice from a service provider matching the service provider ID code;
wherein the advice is one of live advice via a communication medium, recorded advice and written advice via electronic mail.

16. (Currently Amended) The computer readable storage medium of claim 11, wherein ~~providing the listing~~ displaying the list of service seekers further comprises: sorting the list of service seekers according to a date of most recent contact with the corresponding service provider;
providing the user with one or more links for selecting customer relationship processing commands, the customer relationship processing commands for processing one or more of the service seekers contained in the listing; and
when a sort request is received from the service provider, sorting the listing according to criteria provided by the service provider.

17-18. (Canceled)

19. (Currently Amended) The computer readable storage medium of claim 11, wherein ~~providing~~ displaying the list of service seekers further comprises: ~~determining~~ identifying one or more of the service seekers ~~from the service seeker list,~~ which are designated as desirable customers according to pre-determined criteria; and
~~listing~~ providing an alert via the customer display screen to the service provider for each of the ~~determined~~ identified service seekers.

20. (Currently Amended) The computer readable storage medium of claim 11, wherein ~~providing the listing~~ displaying the list of service seekers further comprises: listing the service seekers according to a method of receiving advice communication, wherein the method of receiving advice communication includes one of a live telephone advice conversation, a recorded advice communication and an e-mail advice communication.
21. (Currently Amended) A method comprising:
accessing, by a service provider, a customer management interface of a service provider system;
receiving a customer management screen listing one or more service seekers having previously received advice communication from the service provider based on an identity of the service provider; and
viewing a ~~listing~~ list of service seekers processed according to one or more customer management processing command, provided via the customer management screen and selected by the service provider;
wherein in response to receiving a contact command, providing the service provider a process for contacting the selected service seekers; and in response to receiving a block command, blocking the selected service seekers from receiving further advice from the service provider.
22. (Currently Amended) The method of claim 21, further comprising:
selecting one or more listed service seekers ~~listed in the service seeker display screen~~;
selecting a service seeker list assignment command;
generating one or more service seeker lists; and
assigning each selected service seeker to the one or more generated service seeker lists.

23. (Currently Amended) The method of claim 21, wherein viewing the ~~listing~~ list of service seekers further comprises:
- receiving a service seeker alert for one or more service seekers determined by the system as potential repeat customers according to predetermined criteria; and
- contacting the designated service seekers ~~in order~~ to provide incentives for repeat engagement in advice communication with the service provider.
24. (Currently Amended) The method of claim 21, further comprising:
- selecting one or more listed service seekers ~~listed in the service seeker display screen~~;
- selecting an electronic mail command to generate an e-mail to each of the selected service providers, including compensation incentives for repeat advice communication between the service provider and one or more service seekers;
- when desired by a service seeker, engaging in an advice communication between the service seeker and the service provider; and
- following completion of the advice communication, receiving, by the service seeker, the compensation incentives.
25. (Canceled)
26. (Currently Amended) A computer readable storage including program instructions that direct a computer to perform a method when executed by a processor, the method comprising:
- accessing, by a service provider, a customer management interface of a service provider system;
- receiving a customer management screen listing one or more service seekers having previously received advice communication from the service provider based on an identity of the service provider; and

viewing a ~~listing list~~ of service seekers processed according to one or more customer relationship processing command, provided via ~~the customer management a~~ display screen and selected by the service provider;
wherein in response to receiving a contact command, providing the service provider a process for contacting the selected service seekers; and in response to receiving a block command, blocking the selected service seekers from receiving further advice from the service provider.

27. (Previously Presented) The computer readable storage medium of claim 26, the method further comprising:
- selecting one or more service seekers listed in the service seeker display screen;
 - selecting a service seeker list assignment command;
 - generating one or more service seeker lists; and
 - assigning each selected service seeker to the one or more generated service seeker lists.
28. (Currently Amended) The computer readable storage medium of claim 26, ~~wherein providing the listing of service seekers further comprises~~ the method further comprising: receiving a service seeker alert for one or more service seekers determined by the system as potential repeat customers according to predetermined criteria; and contacting the designated service seekers ~~in order~~ to provide incentives for repeat engagement in advice communication with the service provider.
29. (Currently Amended) The computer readable storage medium of claim 26, the method further comprising:
- selecting one or more service seekers listed in the customer management screen; and

selecting an electronic mail command to generate an e-mail to each of the selected service providers, including compensation incentives for repeat [[f]] advice communication between the service provider and one or more service seekers; when desired by a service seeker, engaging in an advice communication between the service seeker and the service provider; and following completion of the advice communication, receiving, by the service seeker, the compensation incentives.

30. (Canceled)

31. (Currently Amended) An online advice customer relationship management system, comprising:

- a processor having circuitry to execute instructions;
- a customer management interface coupled to the processor, the customer management interface to receive access request from one or more service providers of the system, and to display one or more customer management screens in response to one or more service providers;
- a service seeker transaction database including a transaction record for each service seeker having received advice regarding a field of service from a service provider of the system; and
- a storage device coupled to the processor, having sequences of instructions stored therein, which when executed by the processor cause the processor to:
 - determine a service provider ID code, based on the determined service provider ID code generate a list of service seekers having received advice from a service provider, and display the ~~listing list~~ of service seekers, ~~via a customer management screen, to enable relationship management of the listed service seekers;~~

receiving a service provider selection for one or more of the listed service seekers
and a selected customer management processing command; and
processing the selected service seekers according to the selected customer
management processing command;
wherein in response to receiving a contact command, providing the service
provider a process for contacting the selected service seekers; and in
response to receiving a block command, blocking the selected service
seekers from receiving further advice from the service provider.

32. (Original) The system of claim 31, further comprising:
a service provider database including each service provider available from the system;
a system interface to provide a service seeker with a list of available fields of service,
accept a field of service desired by the service seeker, provide the service seeker
with a list of one or more service providers stored in the service provider database
which match a field of service desired by the user, and a receive a selection from
the user for a selected service provider; and
a communication interface, coupled to the processor, to connect the service seeker with
the selected service provider to receive advice communication regarding the
selected field of service from the service provider.
33. (Original) The system of claim 31, further comprising:
a provider interface for receiving a request from a service provider of a field of service
for inclusion in the service provider database, and generate a record in the service
provider database, the record including provider information contained in the
request.
34. (Canceled)